

**AIR FORCE**  
*One Source*



# ***Air Force One Source***

Information Brief

## What is Air Force One Source?

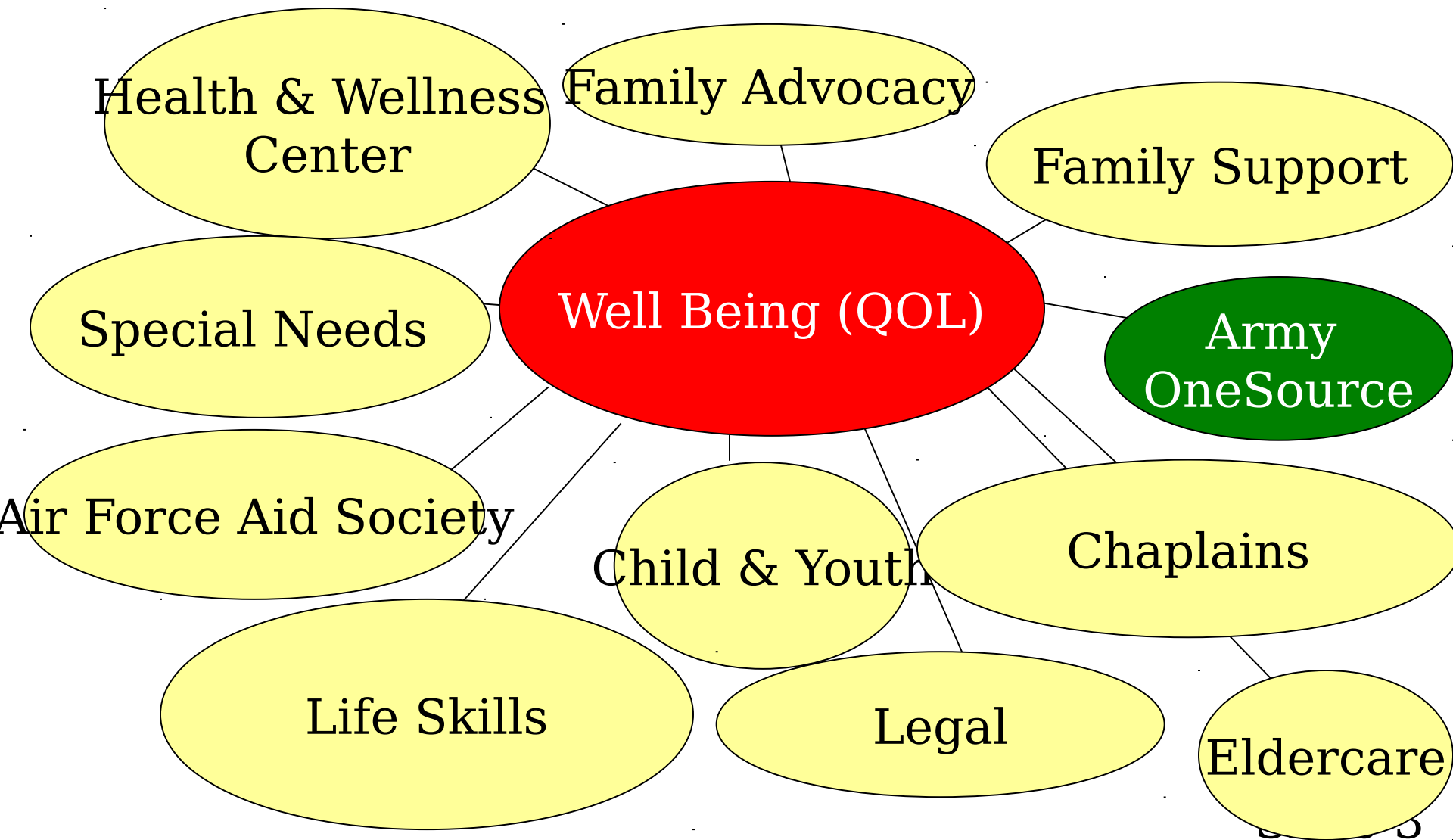
**Extension of  
existing services**

**Accessed via  
telephone or online**

**AIR FORCE**  
***One Source***

**Staffed by Masters  
level consultants**

**At no cost to service  
members or their  
families**



## Who is Air Force One Source for?

Anyone needing support services after hours or on weekends

Individuals and families separated from installations

When you don't have time to get on base

**AIR FORCE**  
***One Source***

When you prefer the convenience of a phone call or an email

# How the Service Works



## **Phone**

Call toll-free or collect



## **Research**

Our research staff will get you the information you need



## **Consultants**

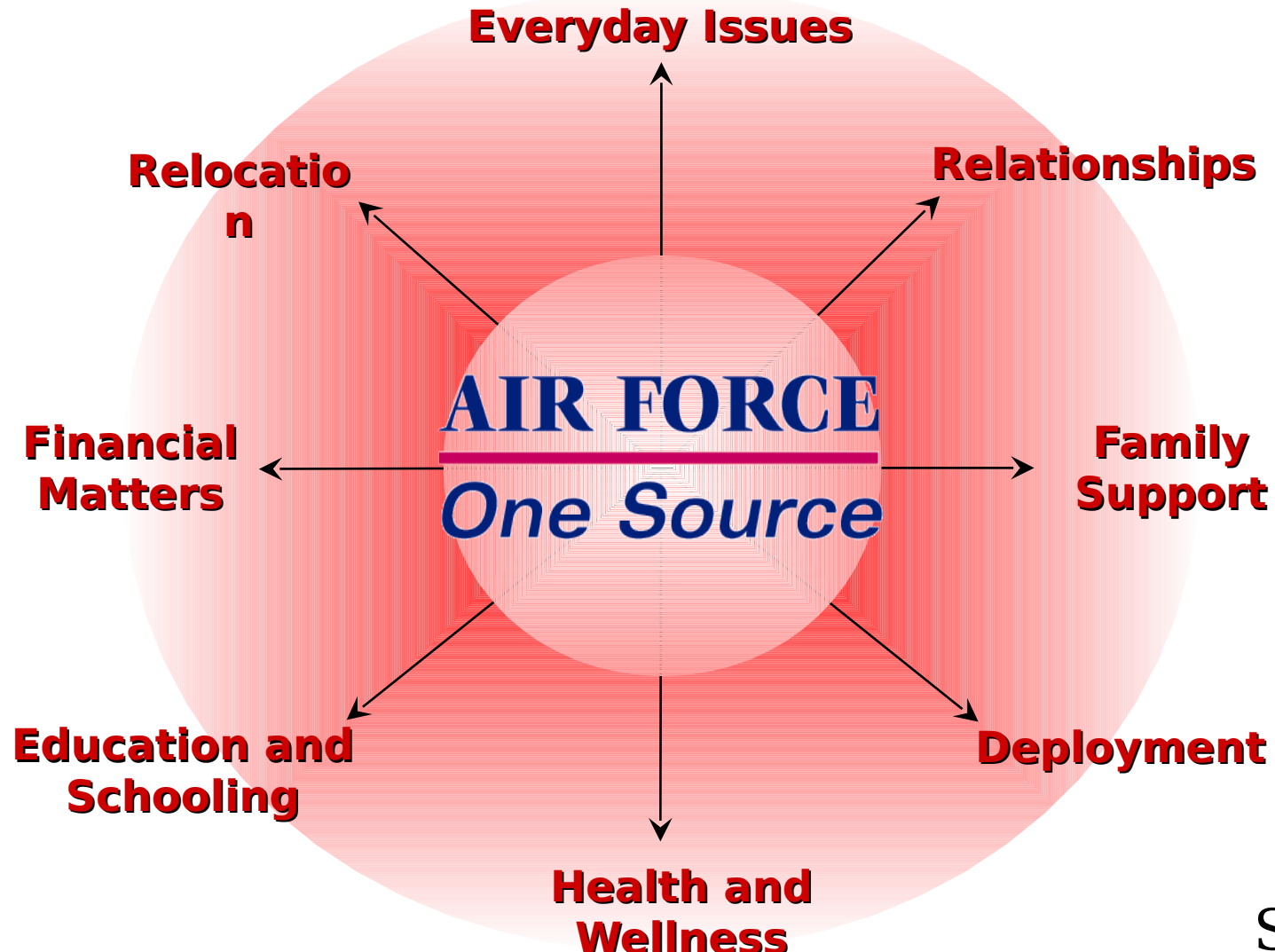
Master's level Air Force One Source Consultants answer phones live 24 hours x 365 days



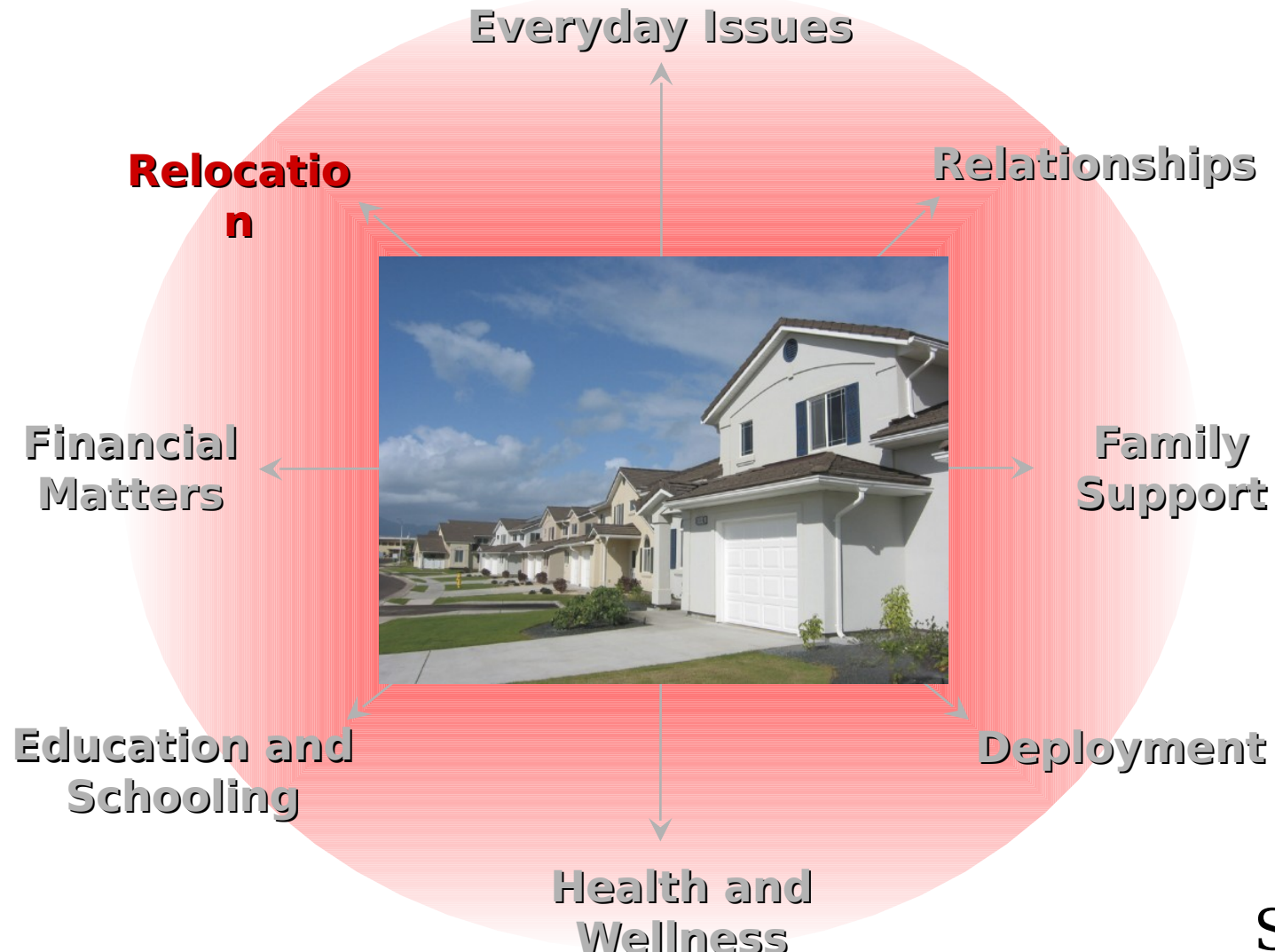
## **Follow-up**

Within 7 days or as mutually agreed upon by caller and consultant

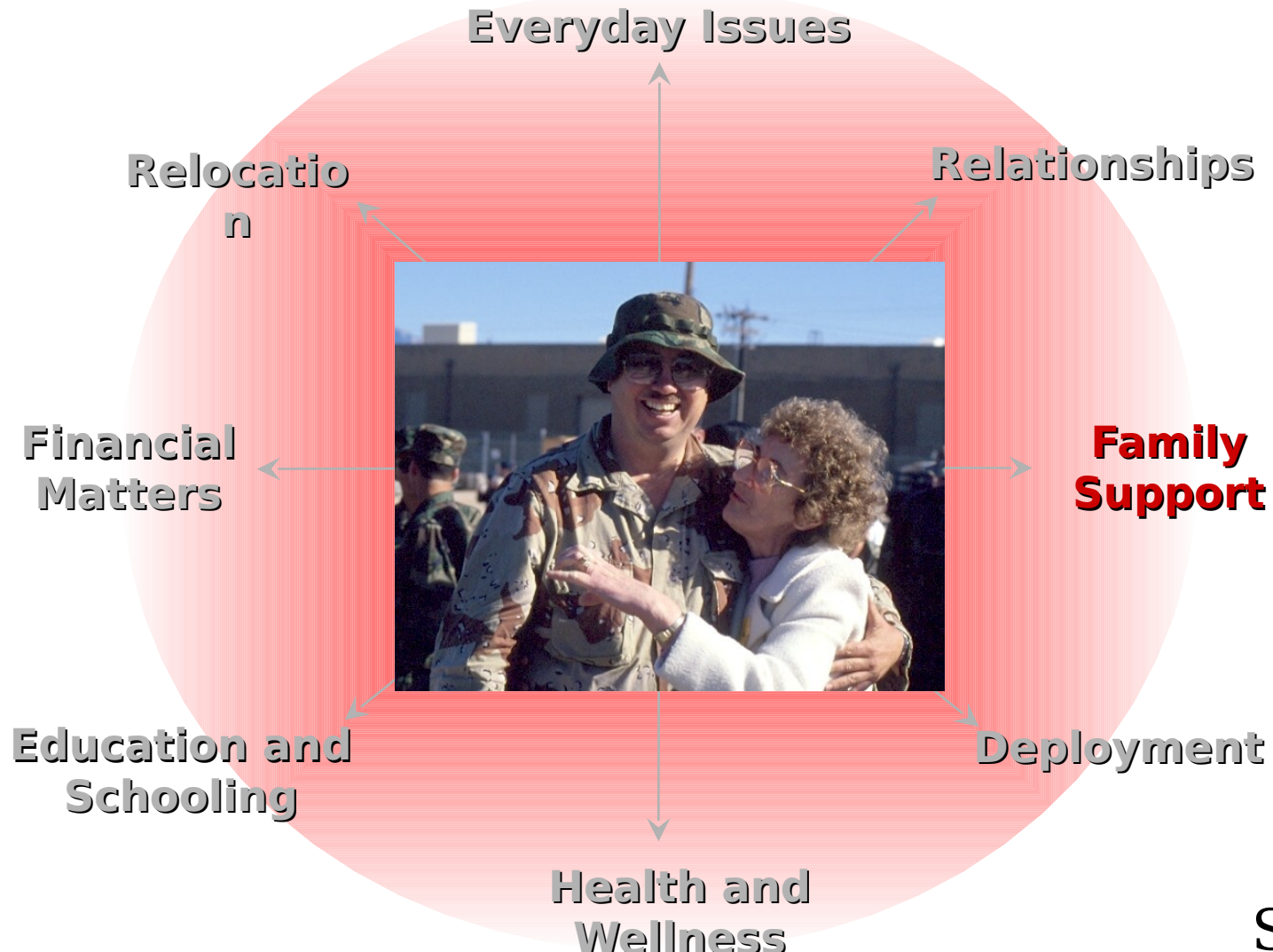
# Air Force One Source SCOPE



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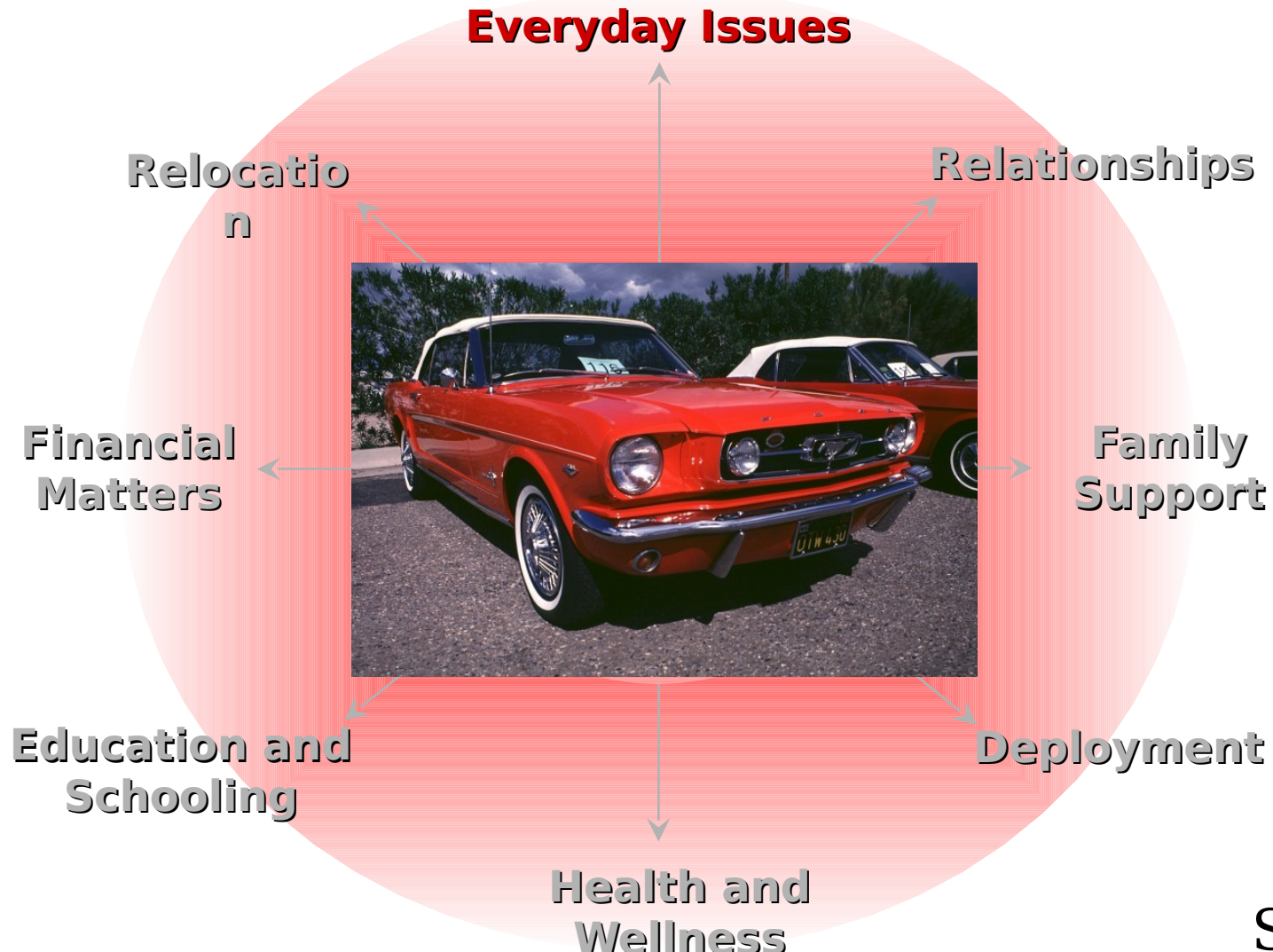


# Air Force One Source SCOPE





# Air Force One Source SCOPE



# Air Force One Source Consultants

- **Masters level consultants**
- **Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated**
- **TTY/TDD accessible, on-line accessible for low vision users needing assistive technologies (section 508 compliant)**



# Air Force One Source Consultants

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Click on movie to play

# Air Force One Source Research Team

**Let One Source do the leg work for you**

- **Dedicated research teams knowledgeable in:**

- **Education**
- **Child care**
- **Elder care**
- **Everyday Issues**
- **International**



- **Customized research to answer all your questions**

## One Source is committed to the highest quality experience

- Air Force (Active Duty, Guard and Reserve members and eligible participants (spouse, other constituencies) call One Source or request information online
- They will answer phones **live** 24 x 7 x 365
- One Source will follow-up within 7 days or as mutually agreed upon by caller
- One Source plans assure quality and consultant with Customer Satisfaction Surveys

# Air Force One Source Quality Commitment

**We are committed to the highest quality experience**

- **Air Force (Active Duty, Guard and Reserve) members and eligible participants (spouse, other constituencies) call us or request information online**
- **Air Force One Source answer phones **live** 24 x 7 x 365**
- **They will follow-up within 7 days or as mutually agreed upon by caller and consultant**
- **They assure quality with Customer Satisfaction Surveys**



Click on movie to play

**By phone:**

- From the United States
- ~~800-707-5784~~ From outside the United States ONLY  
0  
Toll free: 800-707-57844  
(please dial all 11 digits)  
Or call collect: 484-530-5913
- TTY/TDD  
800-346-9188
- En Español  
888-732-9020

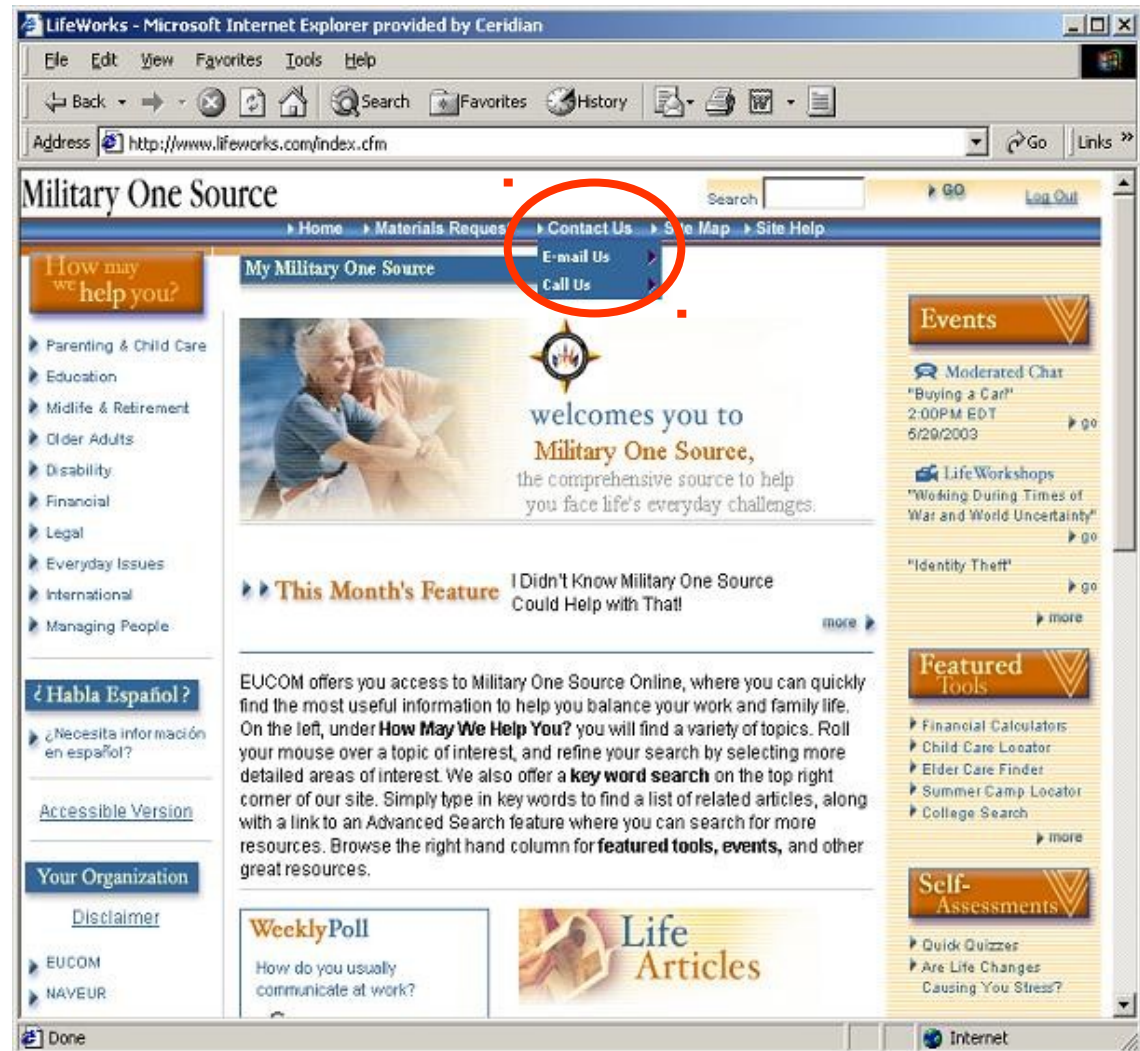


# AIR FORCE *One Source*

# Air Force One Source ONLINE

## Online access:

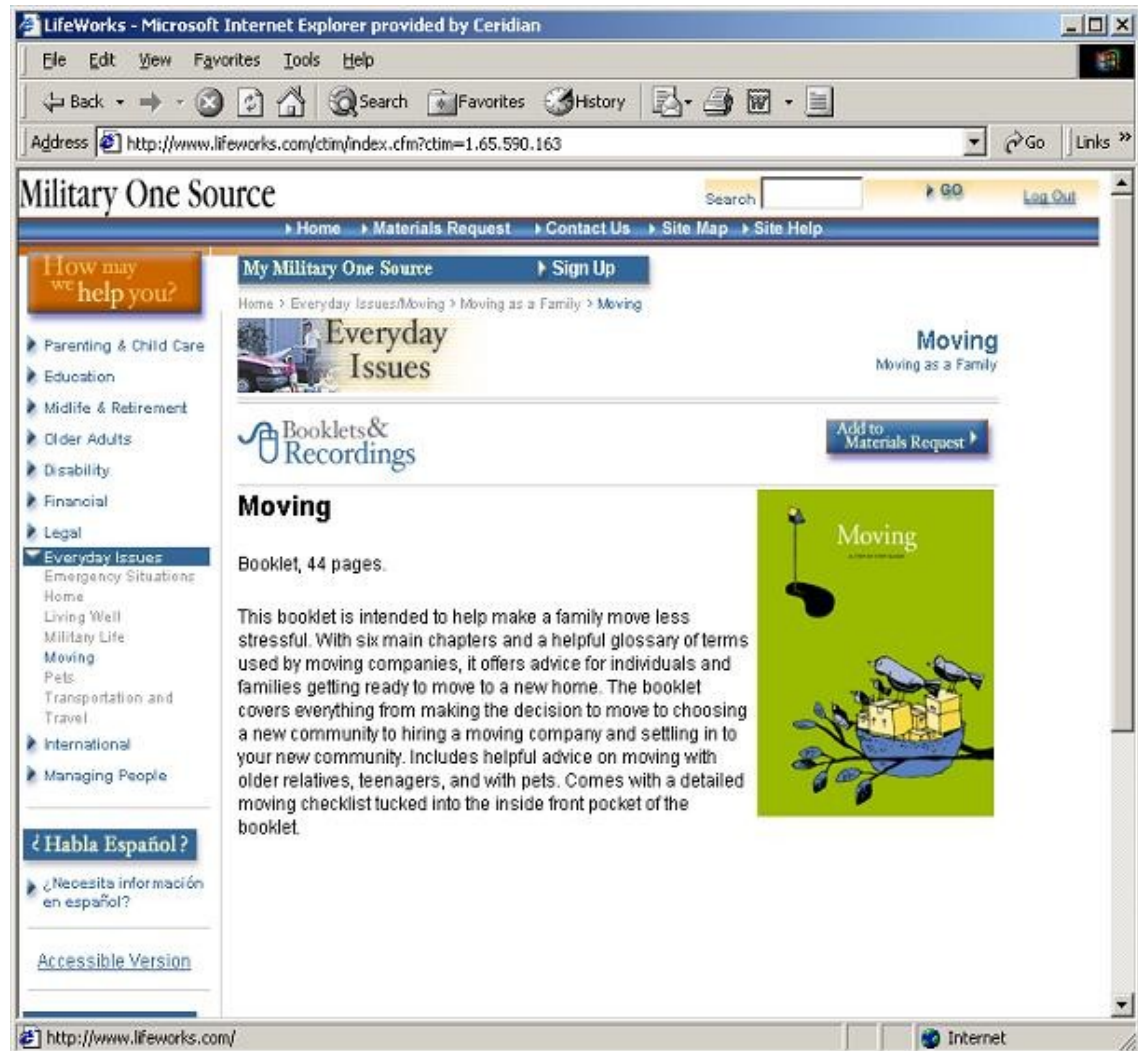
- URL:  
<http://www.airforceonesource.com>
- Userid:  
airforce
- Password:  
ready



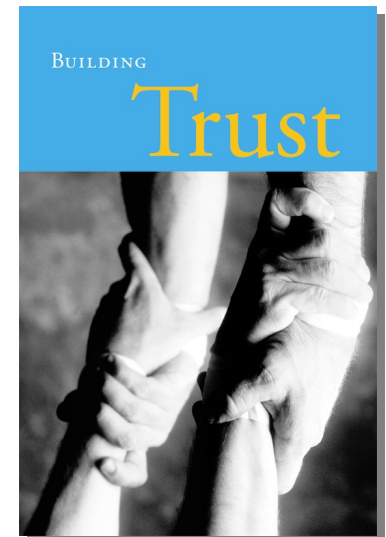


## **Online access:**

- ◆ **LifeWorkshop & Moderated Chat**
- ◆ **Self-Assessment Tool**
- ◆ **Calculators**
- ◆ **Online Locators**
- ◆ **Resource Rooms**
- ◆ **Other Air Force Resources**
- ◆ **Educational Materials**



# Educational Materials



# Eligibility & Privacy

## ● Eligibility

- Active duty and family members (Guard and Reserve)
- Various service delivery staff

## ● Privacy

- Air Force One Source may be used anonymously
- You will get a privacy statement

# Assistance When You Need It

**Someone will always be there to help you**

- When you're shopping for a new car
- When you're moving to a new town
- When your child won't sleep through the night
- When you want more time to focus on your life



**Contact us today by phone or**  
**online:** Someone will always be there to help

you

- **Online at**  
**<http://www.airforceonesource.com>**

- **User ID: airforce**
- **Password: ready**

- **From the United States**  
**800-707-5784**

- **From outside the United States ONLY**  
**800-707-57844 (please dial all 11 digits)**

**Or Call Collect**

**484-530-5913**

- **TTY/TDD**  
**800-346-9188**

- **En Español**  
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